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January 10, 2005

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Tennessee Regulatory Authority
460 James Robertson Parkway
Nashville, TN 37243

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JAN 14 2005

TN REGULATORY AUTHORITY
DEBI TATE

Re: #04-00166 and #04-00211

Dear Mrs. Deborah Taylor Tate:

Families of Tennessee prisoners are the forgotten victims of crime. Innocent of any wrong doing, they too often suffer in silence. It is therefore very important that when elected or appointed government officials hear of their concerns they should know that it is an important issue that can affect the well-being of the family.

I am adversely affected by the cost of the telephone calls already and the poor quality of service that has never been corrected nor addressed satisfactorily has me protesting against a telephone rate increase. When I talk to my love one, I am hearing Christian preaching and singing, a loud buzzing sound while I am trying to hear and talk to my loved one in prison and many times the telephone cuts off and I am charged for said telephone call(s). There are insurmountable problems with the Global Tel Link Telephone system that has and will be addressed by us.

As a part of your fulfilling the Mission of the Tennessee Regulatory Authority I urge you to strongly consider the impact on children, families, friends, and community based-organizations that promote healthy family bonds with inmates. Please vote **NO** to higher costs and shorter calls from a jail or prison in Tennessee.

Sincerely,

Diane White

{Print Name}